



**CITY OF MARTINSVILLE
REQUEST FOR PROPOSALS
UTILITY BILL PRINTING & MAILING SERVICES
SEPTEMBER 22, 2015**

The City of Martinsville is seeking proposals from qualified contractors to provide Bill Printing and Mailing Services for the Utility Billing Department. Proposals will be received until **2:00 p.m. on Tuesday, October 13, 2015**, at the office of the Purchasing Manager, Karen Mays, City of Martinsville, Central Warehouse, 990 Fishel Street, Martinsville, Va. 24112-3248. Proposals may be hand delivered, mailed or sent by FedEx or UPS to the Fishel Street address. Proposals may also be sent by postal mail to the City of Martinsville Purchasing Department, Karen Mays, P. O. Box 1112, Martinsville, Va. 24114-1112. Place "Utility Bill Printing & Mailing Services" and the due date at the lower left hand corner of the envelope. There will not be a formal opening.

Respondents should submit seven (7) copies of this proposal to the City of Martinsville.

The City reserves the right to accept or reject any and all proposals in the process of our review of potential contractors for these services and will be awarded in the best interest of the City. The City reserves the right to award this project contingent upon approval of funds being available each year.

It is the responsibility of the offeror to ensure that their proposals reach the appropriate office prior to the close time on the proposal. Responses received after the date and time of closing will be considered non-responsive. Proposals will not be accepted via fax machine or internet e-mail.

The offeror shall be fully responsible for all costs incurred in the development and submission of the proposal. If you desire not to respond to this proposal, please forward your acknowledgement of NO PROPOSAL SUBMITTED to the above address.

The City of Martinsville may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of reason why a particular proposal was not deemed to be the most advantageous (Section 2.2-4359D, Code of Virginia).

Any proposal in response to this solicitation shall be valid for (30) days. At the end of the (30) days, the proposal may be withdrawn at the written request of the proposer. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.

According to the State of Virginia Public Procurement Act, any other state, local or government agency may use this bid as a basis for procuring such items.

Other services offered by potential contractors, such as electronic billing and payment options, will be considered as options to the proposal and may or may not be a part of the final award.

SPECIFICATIONS FOR REQUEST FOR PROPOSAL UTILITY BILL PRINTING AND MAILING SERVICES

I. Background:

The City of Martinsville Utility Billing Department currently issues approximately 9,000 utility bills and 3,000 late notices each month. Estimated utilities provided are,

- Electric, 7,600 customers
- Water/Sewer, 7,400 customers
- Garbage Collection, 5,600 customers

II. Scope of Work and Requirements

The selected contractor should have the ability to meet each of the requirements below. If a requirement cannot be met, please provide an alternative approach for consideration.

1. The selected vendor should have the ability to accept daily bill files using an online upload or a standard FTP. The City must be able to log into the Vendor's server and transmit the files daily, as needed.
2. The vendor should be able to accept the City's bill files in their current format, using the current transmission method. The City is unable to change the bill file format without manual intervention and/or a modification to the system. Specific requirements are below:
 - a. The bill files will be presented in a PDF format.
 - b. The City should be able to automatically connect to the vendor's secure FTP server or online upload.
3. The City should be able to track all jobs and files throughout the production process utilizing an online tool provided by the vendor.
4. The City should have the ability to view and approve sample bills online before they are printed and mailed.
5. Bills must be printed and mailed within one business day of receipt.
6. The vendor should be able to produce the City's bill in the current format or a revised format as authorized by the City. Sample bills should be provided for review.
7. The vendor should have the capability to suppress the printing of bills and envelopes for certain customers based on City requirement. Suppression could be on a one-time or ongoing basis.
8. The vendor should have the ability to produce a remittance stub configured to work with the remittance processing equipment and software and compatible with the current system used to process incoming checks.

- a. The scan line on the stub includes account and customer information along with specific bill information.
9. The vendor should have the capability to print:
 - a. Intelligent bill messages based on customer type
 - b. Logo and usage history graphs
 - c. Multiple page bills as needed
10. Bills must be mailed via presorted first class mail. More details about mailing requirements are provided in Section III below.
11. Production reports:
 - a. The City should be able to track all files that have been sent to the vendor before, during and after the processing.
 - b. Status reports must be provided daily after processing is complete.
12. Bill Inserts and Messages:
 - a. The vendor should provide an interface that will allow the city to update requirements for bill messages and bill inserts on an as needed basis.
 - b. Specific information should be provided about this interface, including screen shots and details about the process for new requests and updates to existing requests.
 - c. The vendor should provide the ability of the City to create ad hoc messaging to be printed on the bills, including the ability to upload images to the message area.
13. Please provide details about the following:
 - a. Quality control procedures and in house communication procedures;
 - b. Ability to pull a bill from production process and the process of doing so.
 - c. Procedures for ensuring that the bill file transmissions are completed successfully and procedures for correcting issues.

III. Technical Requirements

A. Mail

1. Bills must be mailed via presorted first class mail to maximize discounts.
2. The City should be able to verify proof of delivery to the USPS on an as-needed basis.
3. Customer addresses must be validated and updated as necessary by the vendor using USPS-certified or approved software.
4. Multiple bills to the same customer and/or mailing address should be matched and inserted in one appropriate size envelope and metered first-class separately and delivered to the USPS at the same time as all other bills are delivered. These bills require only a single return envelope and single inserts.

B. Reporting

1. Bills must be mailed via presorted first class mail to maximize postal discounts.
2. File Confirmation Report – Confirm receipt of file transmission.
3. Daily Production Confirmation Reports via email – immediately after processing is complete.
 - a. Volume of bills
 - i. Received for processing
 - ii. Printed
 - iii. Not printed
 - b. Move/Update changes: Addresses changed
 - i. Customer Name
 - ii. Utility Account number
 - iii. Previous address
 - iv. New address

C. Security

1. The vendor must provide necessary security to protect the City's data from unauthorized access. Please provide details about the security measures that are in place. Include procedures for ensuring that only authorized persons are admitted to the production floor.
2. Describe in detail how security is handled for information shared between the vendor and the City via email or online and compliance with the Red Flag procedures.
3. The vendor must allow site visits by City personnel.

D. Paper Supplies

1. The vendor must provide all paper supplies including form and/or other stock for printing invoices and all required postal reports.
2. Envelopes must be provided to customers for payment.

E. Customer Support and Disaster Recovery

1. Customer Support – Vendor shall provide:
 - a. Unlimited customer support during the hours of 8:00 a.m. to 5:00 p.m. EST, Monday - Friday
 - b. Procedures for after-hours support
 - c. A list of company holidays
 - d. Multiple contact points for customer service
2. Disaster Recovery
 - a. The vendor must have a backup and disaster recovery facility to process the City's bill in event the main facility becomes inoperable. Facilities must be

geographically diverse to protect against regional events. Please list your facility locations.

- b. Provide a detailed summary of the vendor's disaster recovery plan.

F. Exception Processing

The system should allow the ability for the City to approve, cancel, or hold individual bills based on predetermined criteria. This system should be web based through a secure login and be integrated between the City and the vendor.

IV. Pricing

Pricing proposals from prospective vendors should be detailed and shall include pricing for initial deployment and on-going costs. Pricing must include all costs for labor, hardware, software, hosting, testing, training, travel, and any other costs to be charged by the vendor.

Price is per physical page and shall include processing data, address validation, presorting, printing, and mail insertion. Finished mail pieces shall be delivered to the USPS within **one (1) business day** of receipt of files from the City.

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|---|-------------|
| Regular Bills (per sheet) – Estimated volume; 9,000/month | |
| Price for black, blue & red duplex printing of variable data and form elements on the front and back of the pager onto white 8.5" x 11" form with a perforation; includes folding and sealing | _____/piece |
| Price for customized billing – inserted in to envelope | _____/piece |
| One-time fee to customize new billing format | _____/piece |
| Forms: Price per piece for 8.5" x 11" Form | _____/piece |
| Forms: Price per piece for paper stock for customized billing (minimum 24 lb. stock) | _____/piece |
| Price for mailing envelope #10 | _____/piece |
| Price for inserted return envelope #9 | _____/piece |
| Price for NO return envelope | _____/piece |

| | |
|---|-------------|
| Late Bills (Per Sheet) - Estimated Volume 3,000/month | |
| Price for black simplex printing of variable data and form elements on the front and back of the page onto white 8.5" x 11" form with a perforation to produce return envelope; includes folding and sealing. | _____/piece |
| Price for black plus and red simplex printing of variable data and form elements on the front and back of the page onto white 8.5" x 11" form with a perforation to produce return envelope; includes folding and sealing. | _____/piece |
| Price for customized billing with perforation for remittance stub - inserted in to envelope with return envelope | _____/piece |
| Forms: Price per piece for 8.5" x 11" Form | _____/piece |
| Forms: Price per piece for paper stock for customized billing - minimum 24 lb. stock | _____/piece |

| | |
|--|-------------|
| Price for mailing envelope #10 | _____/piece |
| Price for inserted return envelope #9 | _____/piece |

| | |
|---|-------------|
| Other Services | |
| Inserts (Per Sheet)—Price includes grayscale duplex printing of insert PDF on the front and back of the page onto white page - minimum 20 lb. | _____/piece |
| Inserts (Per Sheet)—Price includes grayscale duplex printing of insert PDF on the front and back of the page onto colored page - minimum 20 lb. | _____/piece |
| Inserts (Per Sheet)—Price includes grayscale simplex printing of insert PDF on the front and back of the page onto white page - minimum 20 lb. | _____/piece |
| Inserts (Per Sheet)—Price includes grayscale simplex printing of insert PDF on the front and back of the page onto colored page - minimum 20 lb. | _____/piece |
| Inserting Charges | _____/piece |
| Multiple Page Mail piece Surcharge - Flat Mail pieces For House holding. | _____/piece |
| Electronic Address Updates - NCOALink, ACS or other USPS approved system | _____/piece |
| Postage (for all job types) | _____/piece |

SIGNED

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|---------------------|-------------------------------|-------------|
| <hr/> | <hr/> | <hr/> |
| Company name | Company Representative | Date |

V. Optional Services

While the intent of this RFP is to obtain printing and mailing services for the City of Martinsville Utility Billing Department, other services will be considered. Vendors should list optional services available and estimated costs for these services. The City reserves the right to contract with the selected vendor for these services at a future date, depending on budget. Services may include, but are not limited to the following:

- A. Ability to integrate billing and payment options;
- B. Ability to provide paperless e-billing;
- C. Ability to provide inserts as follows:
 - a. Inline Inserts - An automated process is set up to selectively print the inserts immediately after each bill is printed.
 - b. Offline Inserts - The vendor must accept inserts printed by other vendors, and provide insert printing services as well. Please provide insert specifications. The vendor must agree to receive shipments of inserts and store/warehouse all forms and envelopes used to process the City's bills.

VI. General Requirements

Proposals should be as thorough and detailed as possible so that the City may properly evaluate the capabilities of respective vendors to provide the required services. Vendors are required to submit the following items for a complete proposal as part of the selection process:

1. Information as to the vendor's background and experience relative to the services being requested.
2. Detailed implementation plan that includes key tasks, milestones, and designated City and vendor responsibilities. Outline all training that will occur during the course of this project.
3. Vendor's project pricing and preferred payment schedule.
4. Listing of previous clients who may be contacted as reference, for whom similar services have been provided. Include client names, addresses, and telephone numbers.
5. Any other special experience and qualifications relative to this project.
6. Certificate of Insurance, including proof of General Liability including Cyber-Loss, Vehicle Liability, and Worker's Compensation Insurance prior to beginning work. Insurance shall be in amounts not less than \$2,000,000, \$500,000, and \$500,000.

VII. Contract Period and Contract Administration

The contract shall be for a period of three years effective from date of signed contract. The contract may be renewed by the City upon written agreement of both parties for two (2) additional three (3) year periods provided acceptable rates can be negotiated and mutually agreed upon in writing between the City and vendor. We estimate the contract will be issued no later than January 1, 2016. The first bills to produce for the City will be the January 14, 2016 billing cycle.

The City reserves the right to negotiate contract terms with the successful vendor for services not initially selected for the full term of this contract.

VIII. Cancellation

The City may terminate the contract at any time without cause by giving ninety (90) days prior written notice to the vendor.

Subject to the provisions below, the contract may be terminated by the City upon ninety (90) days advance written notice to the other party; but if any work or service hereunder is in progress, but not completed as of the date of termination, then this contract may be

extended upon written approval of the City until said work or services are completed and accepted.

1. Termination for Convenience - In the event that this contract is terminated or canceled upon request and for the convenience of the City, without the required ninety- (90) days advance written notice, then the City shall negotiate reasonable termination costs, if applicable.
2. Termination for Cause - Termination by the City for cause, default or negligence on the part of the firm shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The ninety- (90) days advance notice requirement is waived in the event of Termination for Cause.
3. Termination Due to Non-Appropriation of Funds in Succeeding Fiscal Years - When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year, the contract shall be canceled and the contractor shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the supplies or services delivered under the contract.

IX. Review and Award

To be considered for selection, vendors must submit a complete response to this Request for Proposal. Failure to submit all information requested may result in the rejection of the incomplete proposal.

Proposals shall be signed by an authorized representative of the vendor. All documentation submitted with the proposal also should be bound in a single volume.

The following criteria, not necessarily listed in the order of importance, will be used in evaluating the responses to this RFP:

1. Understanding of the project and ability to meet requirements as specified in Section II, Scope of Work and Requirements and Section VI, General Requirements.
2. Implementation Plan and Training.
3. Total project cost.
4. Other services offered.
5. The City of Martinsville may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of reason why a particular proposal was not deemed to be the most advantageous (Section 2.2-4359D, Code of Virginia).

Signature Sheet
UTILITY BILL PRINTING & MAILING SERVICES

My signature certifies that the proposal as submitted complies with the Scope of Work and all Terms and Conditions as set forth in this Request for Proposal.

My signature further certifies that this proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same services, and is in all respects fair and without collusion or fraud. I understand collusion is a violation of Virginia Governmental Fraud Act and Federal Law and can result in fines, prison sentences and civil damages awards. I agree to this proposal by all conditions of the proposal and certify that I am authorizing to sign this proposal.

To receive consideration for award, this signature sheet must be returned to the Purchasing Department as it shall be a part of your response.

If there are any parts of the terms and conditions that your company cannot meet, please indicate which ones on an attached page.

Company Name: _____

Address: _____

Signature: _____

Name (type or print): _____

Official Title: _____

Federal Tax ID Number: _____

Date: _____ Telephone Number: _____

Email Address: _____